

# TENNESSEE REGULATORY AUTHORITY



Ron Jones, Chairman  
Deborah Taylor Tate, Director  
Pat Miller, Director  
Sara Kyle, Director

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2005 SEP -6 PM 1:42  
T.R.A. DOCKET ROOM  
460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

September 6, 2005

Helping Hands Home Assistance, Inc.  
Chris Middlebrook, Chief Executive Officer  
P.O. Box 3712  
Knoxville, Tennessee 37927

RE: Petition for 2-1-1 designation (Docket No. 05-00141)

Dear Mr. Middlebrook:

To assist the Authority in its review of Helping Hands Home Assistance, Inc.'s Amended Petition to Designate 211 Service for Information & Referral services for Campbell, Claiborne, Cocke, Hamblen, Hancock, Monroe, Morgan and Scott (the "proposed Coverage Area") please provide answers to questions and additional information requested below:


1. Provide Financial Statements including Balance Sheet, Income Statement and Statement of Cash Flow for Helping Hands Home Assistance, Inc. ("Helping Hands") for 2003 and 2004. (Paragraph 8 of the Petition stated that "the Petitioner's most recent financial statements and proposed budget for 211 service for the first and second years of operation are attached hereto as Exhibits A and B respectively." However, the only financial information that was attached was a budget for 2005.)
2. Does the 2005 budget filed with the Petition include the cost of providing 211 for information and referral services to all the public in the Proposed Coverage Area? If not, please provide a revised budget.
3. Who will provide on-going funding for Helping Hands? Please provide letters in support of the on-going funding.
4. Provide a list of the names of the organizations and corporations that have promised funding mentioned in paragraph 8 of your Petition along with the amount each has promised. Please provide letters from those organizations and corporations in support of the current funded amount.
5. What are the current activities of Helping Hands and what numbers are presently used to reach Helping Hands?

6. Provide a detailed listing of the current services and specific organization referrals provided by Helping Hands. How will adding 211 change this list?
7. Expand on Helping Hands' overall ability (technical and otherwise) to provide all information and referral services and its willingness to provide service on a permanent and continuous basis to all of the public pursuant to criteria established in the Orders in Docket No. 92-01382. Please explain how and when assistance will be provided to consumers using the 211 number for information and referral services. For example, is there a call center in place? How many employees will be available to answer the lines? Will consumers have access to the 211 number 24 hours a day, 7 days a week? If not, will there be a back up number or recording to provide assistance on a full time basis and when will the 211 number be available 24 hours a day, 7 days a week?
8. Please provide letters from an entity (e.g., the United Way) in support of Helping Hands use of 211 for access to community information and referral services as referred to in FCC 00-256, *Third Report and Order on Reconsideration*, Paragraph 21, page 14, Released July 31, 2000.
9. In the Petition you stated that Helping Hands has recently joined TNAIRS. Please provide proof of membership in TNAIRS.

It is requested that this information be provided no later than 2:00 P.M. on Tuesday, September 20, 2005 and that you reference Docket No. 05-00141 on the response. In accordance with TRA rules, submit either thirteen (13) written copies of your response or four (4) written copies and an electronic version.

If you have any questions concerning this request or need additional information, please call Patsy Fulton at 615-741-2904 ext. 193.

Sincerely,



Darlene Standley, Chief  
Utilities Division

C: Docket File